



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: call 711 or 1-800-253-0191

NETWORK ADMINISTRATOR BURLINGTON POLICE DEPARTMENT

POSTING EXTENDED

POSTING DATE: October 31, 2013

PAY RANGE: \$24.36/hour

EXEMPT/NON-EXEMPT: Non-Exempt

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

DEADLINE TO APPLY: December 26, 2013

POSITION STATUS: Full Time

CLASSIFICATION: 18

GENERAL PURPOSE: This position is responsible for management of all aspects of department or building Local Area Network (LAN) and Wide-Area Network (WAN) operations and administration of all related hardware, software and peripherals. This position is the primary network technician, end user support specialist handling all help desk requests, and assists with deployment of new technologies as public safety technologies change.

ESSENTIAL FUNCTIONS:

- Proactively troubleshoots and solves complex issues relating to computer and information technology systems.
- Troubleshoots and solves technical issues presented by end users utilizing strong customer service skills.
- Troubleshoots and solves technical issues related to local and wide area network.
- Maintains all software applications, network infrastructure hardware and software, user accounts and permissions, and spam and anti-virus control systems.
- Monitors LAN performance including but not limited to, server, backup control systems, workstation, and other devices (router, firewall, backup system) maintenance, modifications, upgrades, and repairs which embrace industry best-practices.
- Reviews and make recommendations on LAN and WAN upgrades, modifications and related purchases.
- Demonstrates working knowledge of the Department's digital and IP-based telephony systems.
- Maintains positive and supportive relationships with co-workers and clients.
- Proactively addresses information technology issues and takes appropriate actions to resolve and ensure maximum operational efficiency.
- Provides adequate and timely responses to requests for services. Documents requests for services as directed.
- Provides reports on services rendered and projects/plans for future needs/demands.
- Must be able to understand and manage competing needs for technology support services in a dynamic working environment.
- Adapts to changing technologies to meet demand of prioritized initiatives.
- Acts as the Department's liaison with other technical support staff.
- Assists with the developing and maintenance of Information Systems procedures.
- Leads design and implementation of technology solutions; soliciting input and direction from the Chief of Police or their designee(s).
- Makes policy recommendations on information systems use and service.
- Maintains up-to-date knowledge of information systems operating procedures and standards.
- Provides "on-call" support as required. (This is a 24/7 emergency operation)
- Provides backup, support and guidance for other information systems staff.
- Ensures and maintains reliable Internet connectivity, system security, data recovery, and uptime.
- Maintains regular, dependable data backups.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

- Bachelor of Science degree in Computer Science, or related field, five (5) years related work experience can be substituted for the education requirement; and a minimum of three (3) years of experience supporting LANs, WANs is required.
- Microsoft Certified Systems Administrator (MCSA) or Engineer (MCSE) preferred.
- Experience working in a Public Safety environment preferred.
- Ability to prioritize and multi-task multiple information system related requests and projects continually.
- Ability to obtain and maintain certifications in multiple proprietary software and hardware applications.
- Ability to learn and effectively operate within all Departmental, City, State and Federal regulations and program standards.
- Must have strong analytical skills with experience resolving information systems' problems in a diverse hardware and software environment.
- Ability to establish and maintain positive working relationships with co-workers and the public in a team environment.
- Must be able to listen to and appropriately react to supervisor's constructive criticism to improve employee performance.
- Ability to organize and prioritize workflow.
- Must possess strong interpersonal communication skills.
- A strong desire to improve service to internal and external customers is required.
- Possess a high level of personal creativity, initiative and enthusiasm to work within a constantly changing organization.
- Demonstrated ability to complete assignments with intermittent direction and supervision.
- Ability to identify and implement industry best-practices.
- Ability to travel to and from various work sites within the City of Burlington.
- Ability to work nights, weekends and holidays as required.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.

